

**The Second Taxing District  
Appeals Committee  
Meeting Notes – October 27, 2009**

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Present: Maria A. Borges-Lopez                      Acting Chairperson  
Mary Mann

Absent: Otha N. Brown  
Mary E. Burgess

Also Present: John M. Hiscock                      General Manager  
Candace Pampoukidis                      District Clerk  
Virginia Guimond                      26 Shorefront Park

Call To Order

Commissioner Borges-Lopez called the meeting to order at 6:35 p.m. on Tuesday, October 27, 2009. The hearing took place at South Norwalk Electric and Water, One State Street, Norwalk, Connecticut.

Following introductions, Mr. Hiscock explained the Department's appeals process to the appellant. Mr. Hiscock then stated Staff's understanding and position with respect to the appeal by the appellant of the Department's discount policy, pointing out that the appeal was based around the Department's 10-Net-10 discount policy, and pertained to a payment that in accordance with the Department's records was received by walk-in after the 10<sup>th</sup> of the month and therefore the customer was not entitled to receive the discount.

Mrs. Guimond indicated that a payment was placed in SNEW's night box on the 10<sup>th</sup> of the month, but was not posted until 2 days later, following the November 11, 2008 Veteran's Day holiday. Mrs. Guimond further indicated her disappointment in the timing and lack of the Department's responses to their requests. Mrs. Guimond also expressed her lack of understanding of the appeals process, stating that it should be more clearly defined.

All parties agreed that since there was insufficient documentation provided to come to a full conclusion on the matter that Staff would further investigate to determine whether or not the payment was made via the Department's night drop box or by walk-in, and forward the information to the Appeals Committee. The Appeals Committee, upon reviewing the documentation, would then make a determination and notify the appellant in writing of their decision.

Adjournment

The meeting adjourned at 7:05 p.m.